

# *Pima Community Access Program*

*PCAP: Tammy Stoltz, Executive Director,  
[tammy@pcap.cc](mailto:tammy@pcap.cc) or 520-694-2755*

Powerful Partnerships at  
Work to Build a Healthier  
Community



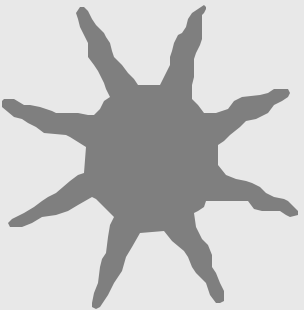
# *MARKET ASSESSMENT*

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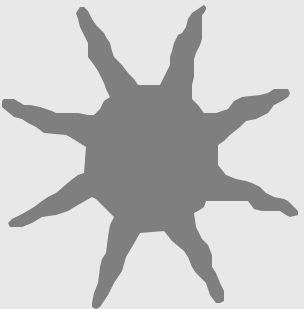


★ PCAP's provider partners currently provide over **75 million dollars** in uncompensated care.

★ AZ has one of the **highest rate** of uninsured persons in the nation.



★ AZ is 6<sup>th</sup> in the nation for the non-elderly uninsured population. 1.6 million non-elderly people are uninsured.

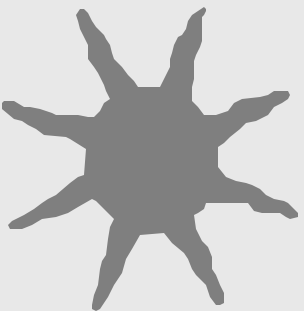
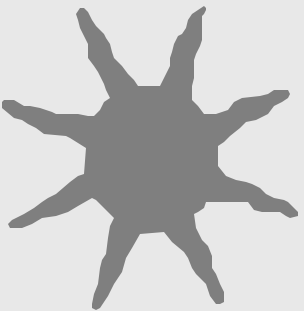
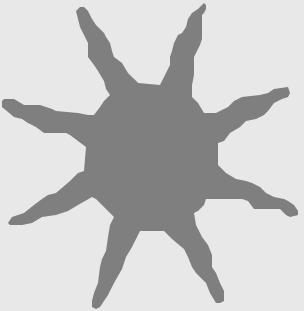


★ **84%** of low-income AZ families work all or part year.

★ Only **60%** of these working low-income families have employer-based healthcare coverage.



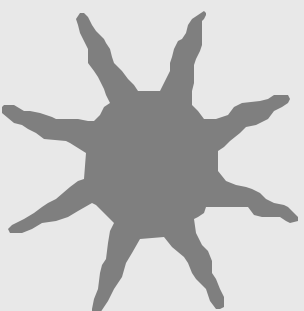
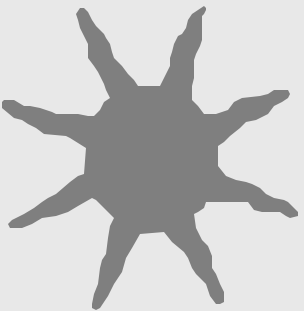
# *MARKET ASSESSMENT*



- ★ **30%** of employees in firms with 1-9 employees are not insured.
- ★ Private insurance premiums are increasing at a minimum of **30%**.
- ★ **99.5%** of the full time business firms with employees in AZ are small business.
- ★ Pima County has an estimated **70,000** low-income uninsured adults. 52% of them are Hispanic.



# *PCAP'S PURPOSE*

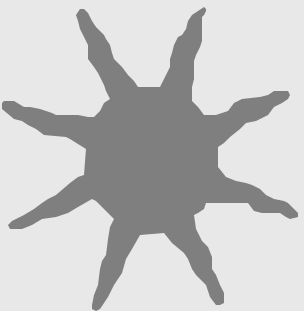
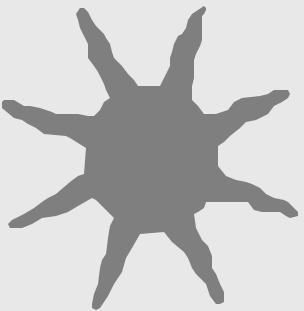


- ★ To increase enrollment in public programs, and thus reduce the overall percentage of uncompensated care in Pima County, through an automated electronic eligibility system called Health-e-Arizona. 40% of the uninsured are eligible for public assistance and are unaware.
- ★ To design a coordinated system of care which provides a network of specialists and hospitals willing to accept uninsured patients at an affordable rate



# *PCAP'S PURPOSE*

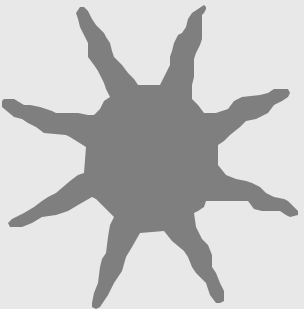
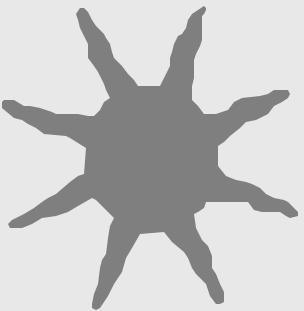
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- ★ To reduce the avoidable emergency room visits and hospital admissions through access to coordinated, elective care.
- ★ To produce clinical outcomes comparable to insured populations.



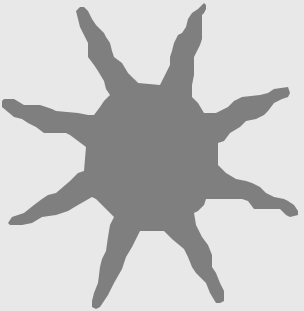
# *PCAP....WHO ARE WE????*



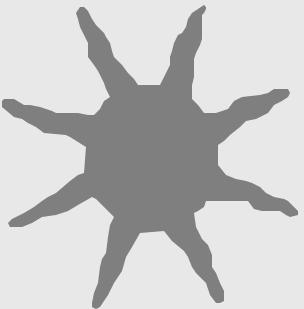
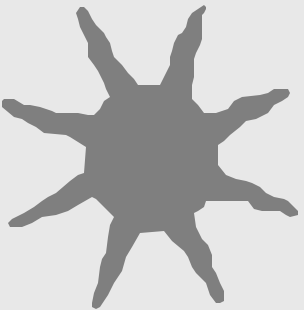
- ★ Community based program with a community board and community support!
- ★ Consortia of healthcare providers and community leaders!
  - All Community Health Centers (8)
  - Seven Community Hospitals (7)
  - Pima County Medical Society (1100 physicians)
  - University Physicians, Inc. (300 physicians)
  - Over 600 private physicians and ancillary providers
  - United Way



# *PCAP... WHO ARE WE???*

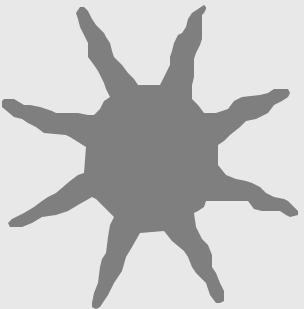
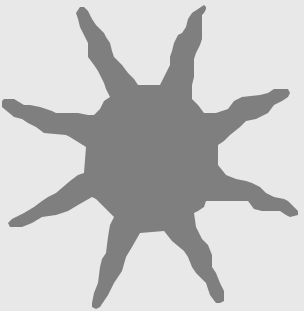


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- Pima County
  - AZ Small Business Association
  - Fred G. Acosta Job Corp
  - National Bank of Arizona
  - Clements and Peck Insurance, LLC
  - Rural Health Office-Mobile Clinic Program U of A





## *PCAP IS:*



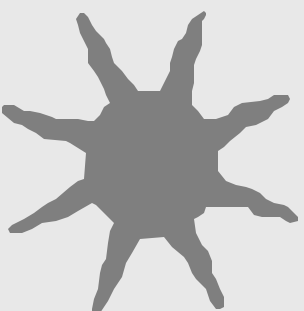
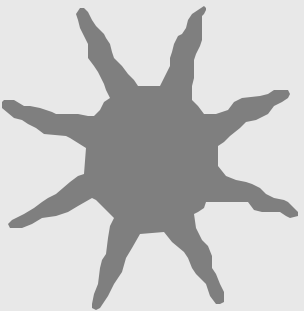
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★PCAP links low-income, uninsured residents of Pima County with an affordable, comprehensive and coordinated network of health care providers.





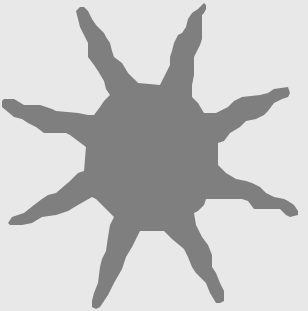
# *PCAP IS:*



- ★ A Healthy Community Access Program (HCAP), originally funded by a federal government grant, federal and state funding to community clinics, and discounted services of participating providers
- ★ A comprehensive system of affordable care for low income, uninsured persons in Pima County
- ★ A collaborative system that provides continuum of care to the uninsured while offering providers more support in delivery of that care
- ★ A healthcare buying/discount service organization

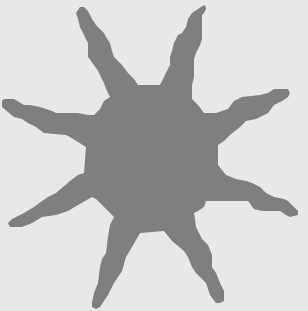


# *PCAP IS NOT!!*



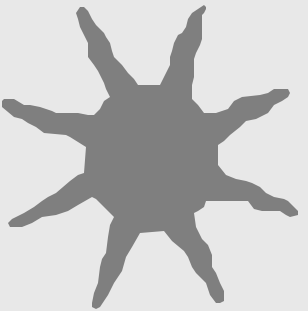
★ Insurance (of any kind)

★ Providers of Care



★ Free Care

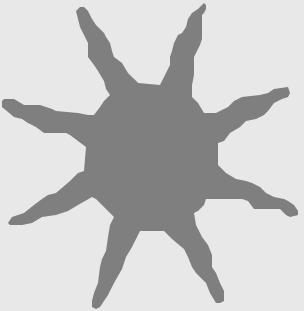
★ For Everyone



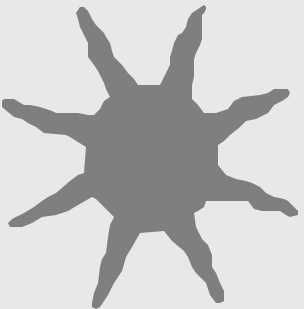
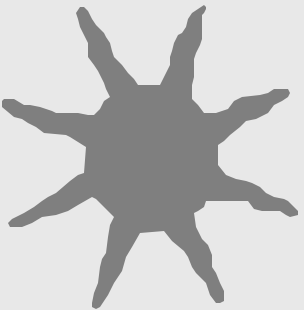


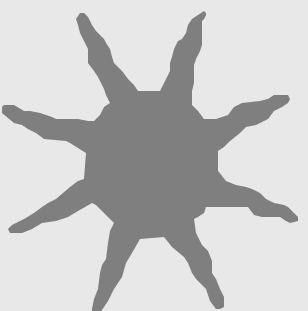
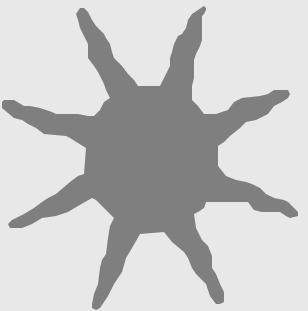
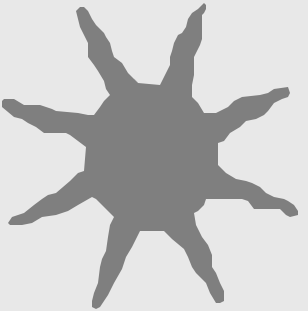
# *PCAP Eligibility Criteria*

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- ★ Pima county residents, 18 years and older
- ★ Fall within 100-250% of the federal poverty level
- ★ Pay \$20/person every 6 months
- ★ Those not covered by other insurance





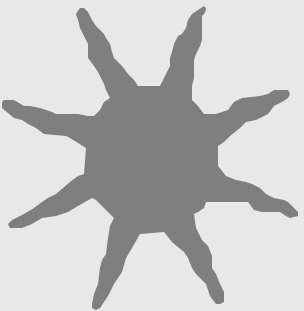
Family Size	Hourly Rate	Gross Mo. Income	Gross Yr. Income
1	\$4.31-10.79	\$748-\$1,871	\$8,980-\$22,450
2	\$5.82-\$14.56	\$1,010-\$2,525	\$12,120-\$30,300
3	\$7.33-\$18.34	\$1,272-\$3,179	\$15,260-\$38,150
4	\$8.84-\$22.11	\$1,533-\$3,833	\$18,400-\$46,000



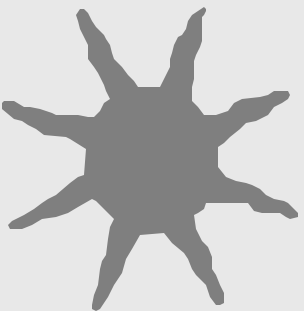
# *PCAP OFFERS:*



★ An **entire community** fighting for equity in health care



★ A health care delivery model that says **YES**

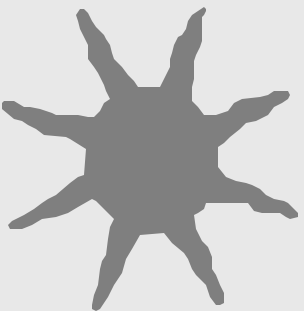
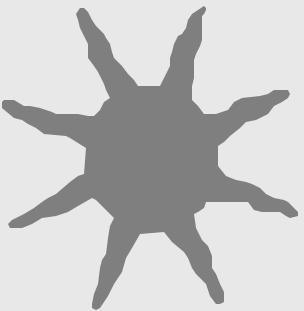


★ A **medical home** for every enrolled patient

★ A **continuum of caring**



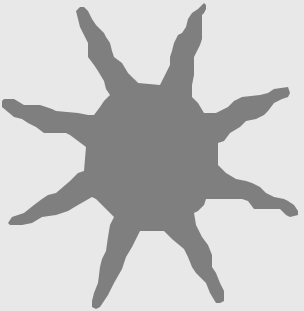
# *PCAP OFFERS:*



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- ★ An **integrated force** to eliminate barriers to receiving/delivering health care
  - ★ A **BRIDGE** in the health care gap for thousands of persons in Pima County
  - ★ An **equitable** distribution of services among providers

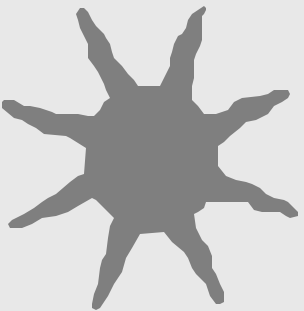


# *PCAP OFFERS:*

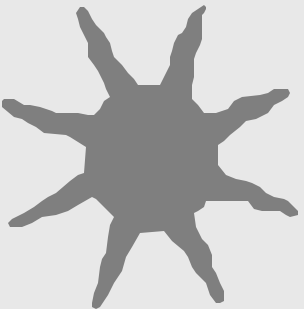


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★ Community **partnerships** and sustainability



★ **Outreach** and mobile health care services to rural communities in Pima County



★ **Accessible and affordable** comprehensive services

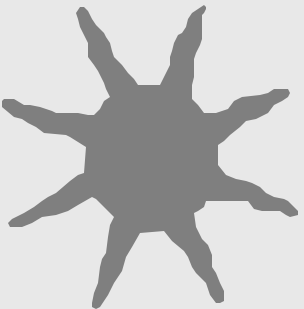
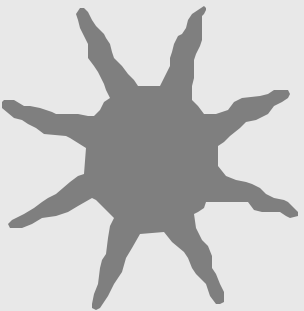


# *SUSTAINABILITY: WHY WE ARE “STILL” HERE!*

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- ★ Provider Network is satisfied. 100% of providers surveyed report either satisfied or highly satisfied with PCAP.
- ★ Less than 10 PCAP members have been disenrolled due to non-compliance.
- ★ PCAP members are engaged and financially participate in their health care decisions.
- ★ Members sign a “rights and responsibility” contract with PCAP.







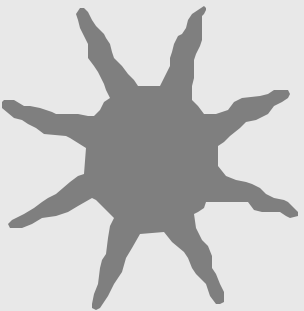
# *SUSTAINABILITY: WHY WE ARE “STILL” HERE...CON’T!*

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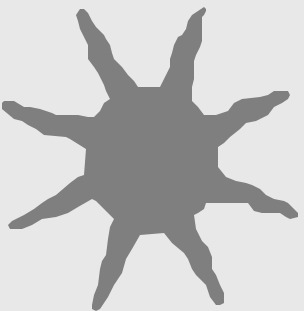
- ★ Low operating expenses

- ★ Streamlined processes



- ★ Commitment to follow the money

- ★ Flexibility and ability to morph and evolve quickly and situationally



- ★ Replication

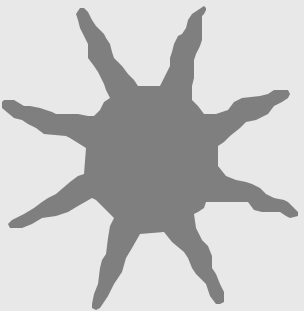
- ★ New revenue streams



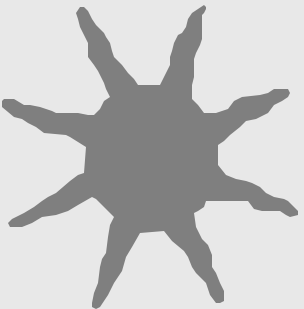
# *LOW OPERATING EXPENSES!*



★ Budget Neutral. Revenue had to cover expenses



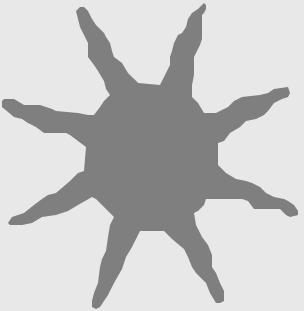
★ Staffing changes to reflect new model of sustainability



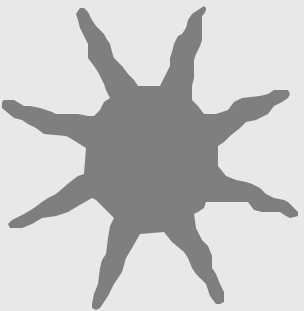
★ Developed multi-functional positions and eliminated departmental lines



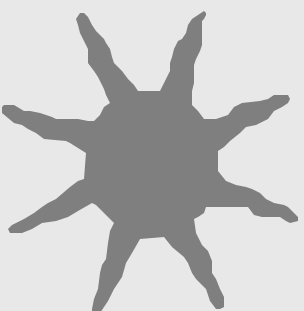
# *STREAMLINED PROCESSES!*



- ★ Re-engineered processes and eliminated duplication and excess paperwork



- ★ Automation



- ★ Focused on priorities using data collected for most effective ROI

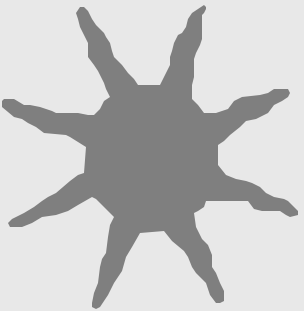
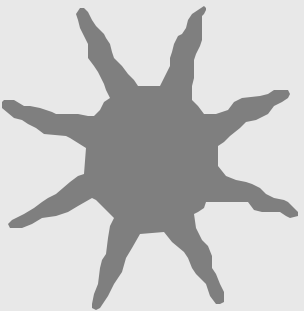
- ★ Eliminated procedures that were not “patient focused”



# ***FOLLOW THE MONEY!***



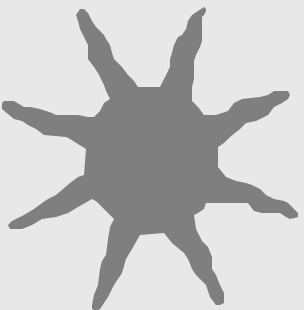
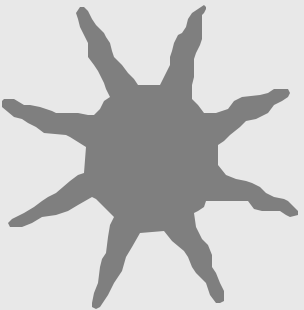
- ★ Know your audience and satisfy
- ★ Keep finger on the market pulse
- ★ Utilize consortium as marketing champions
- ★ Identify ROI and capitalize on methods that are proven successful
- ★ Don't sell out...but do SELL!





# *FLEXIBILITY AND ABILITY TO MORPH AND EVOLVE!*

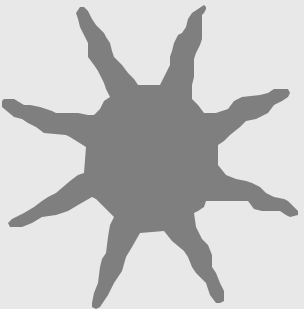
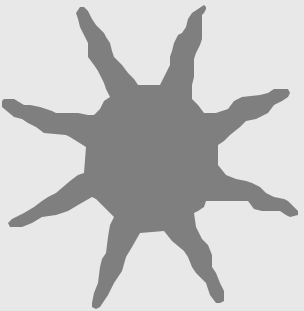
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- ★ Adaptation is essential and exhilarating
- ★ Speed and situational awareness is key
- ★ Keep staff involved with evolution
- ★ Focus on the willing and able mentality
- ★ Can do approach - fake it 'til you make it!
- ★ What was successful in the beginning may be dated and useless now
- ★ Eliminate the Fear Factor
- ★ Celebrate and move on



# *REPLICATION*

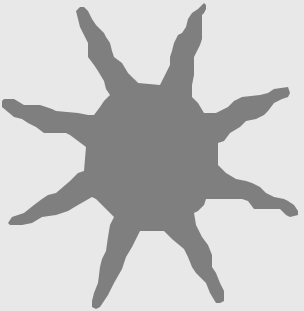


- ★ Design and replicate successful models to other communities/counties
- ★ Offer “lessons learned” and expertise to other HCAP projects via technical assistance
- ★ Be resourceful and serve as a resource
- ★ Consult with HRSA and other Management Assistant Programs to share, create and assist fellow grantees
- ★ Develop a compelling story – then SHOW and TELL

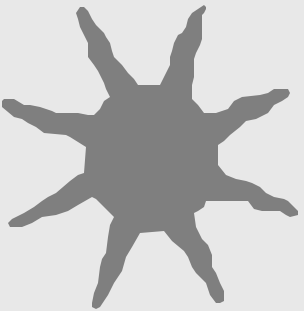
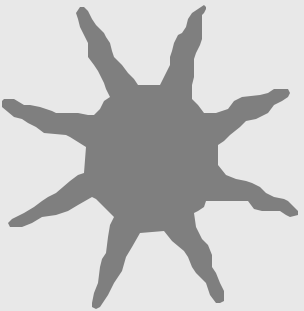


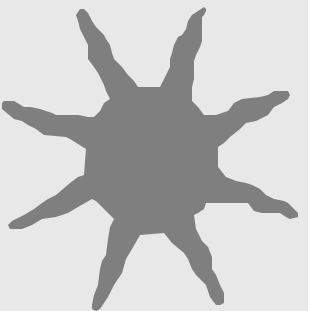
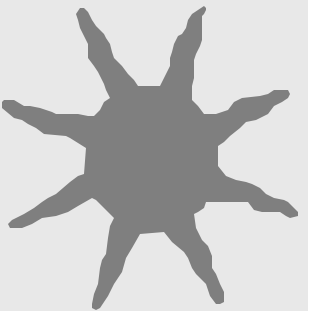
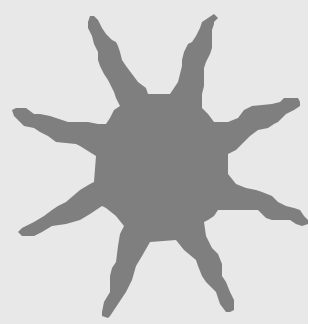
# *DEVELOP NEW REVENUE STREAMS:*

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- ★ Develop new alliances – strange bed fellows make great partnerships
- ★ Consulting services
- ★ Fundraising
- ★ Seek out partners and sponsors of events
- ★ Grant development
- ★ Community Collaboration
- ★ Health-e-Arizona





# *HEALTH-E-ARIZONA*



ELIGIBILITY AND  
ENROLLMENT SOLUTION